



Animal Village NM

"In the Business of Saving Lives"

Sunny Aris, Director

7246 Hwy. 54-70
Alamogordo, NM 88310

HOUSE RULES

RESERVATIONS: To ensure quality service, reservations can only be guaranteed by a signed reservation form and full payment at time of confirmation by AVNM. Payments are fully refundable if cancellations are made no later than seven (7) days in advance. If cancellations are made three (3) days in advance, 50% of payment will be refunded. No refund will be issued if reservations are cancelled within 72 hours or less of reservation. For your convenience we accept all major credit cards, check, cash and PayPal

We require a three-night minimum stay for the following Holidays: Martin Luther King Jr. Day, Presidents Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Eve through New Year's Day.

Accommodations are available for those who would like their family pets to stay together. There is a 30% discount for the second pet, if kenneled together. Owners are welcome to utilize "Credit Card on File" service to expedite check-outs and reservation deposits.

HOURS: We will accommodate check in/check out of all boarding and CAMP AVNM clients even when lobby is closed. Our boarding hours are as follows: **Weekdays from 8 a.m. – 5:30 p.m., Saturday and Sunday 8:00 a.m. – 5:00 p.m.** We are closed to the public on the Holidays mentioned above. Please let us know if you need to schedule a pickup/drop off outside of these hours and we shall make every attempt to accommodate special requests. Pets checking out after 1pm will be charged an additional one nights boarding stay unless there is a scheduled groom on the day of check out.

BOARDING & DAY CARE: Our canine boarding guests enjoy walks on our nature trail (unless otherwise directed by their guardians) and playtime in our parks, with access to grass and ponds. On our Facebook page we often post photos (time permitting) and videos of our guests enjoying their stay but do not post the names of the guardians for security reasons. To be accepted, each Guest must:

1. Complete a New Client Application, Guest Profile and Agreement
2. Meet our vaccination requirements and provide copies of updated records (see below)
3. All pets more than six (6) months of age must be spayed/neutered

HEALTH CARE: Our top priority is the health and safety of our Guests; therefore, every pet must initially have a Boarding/Day Care New Client & Guest Profile Form as well as a signed Agreement Form completed prior to his/her stay. This form allows us to get to know your pet, understand their handling preferences, and know their medical history and special needs.

All Guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within 30 days prior to check-in. CAMP AVNM advises against boarding guests that have a terminal illness or are in the late stages of that illness.

Each Guest receives an evaluation on the first day of their stay. Guests showing signs of vomiting, coughing, gagging, sneezing, or diarrhea will be taken to a Veterinarian, at the Owner's expense, for diagnosis and treatment if our staff is concerned for your pet's condition. Pets showing signs of fleas or ticks will be treated at the owner's expense. All animals brought in for boarding must be free of ticks and fleas. If they are not, they will be treated at owner's expense.



Guests must possess a temperament that allows our staff to properly take care of them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to our staff. If dangerous behavior is shown, guardian must make arrangements to retrieve pet(s).

VACCINATION REQUIREMENTS: Each Guest must meet our vaccination standards before check-in. Pets requiring vaccination updates must have them administered no less than 7 days before any Grooming Service, Day Care and Day Boarding or overnight Boarding is scheduled. It is your responsibility to make sure ALL required vaccines are up to date.

For DOGS: DHPP (Distemper/Parvo/Parainfluenza), Bordetella & Rabies.

For CATS: FVRCP and Rabies.

Puppies and kittens must be 3 months of age, and have completed their first three series of vaccinations.

FOOD, MEDICATIONS & EXERCISE: Food is included in your pet's rate for boarding. We feed all our pets Science Diet. You are welcome to bring your own food however each serving must be provided in a separate container or baggie, each marked with your pet's name. We do not feed rawhide or cooked bones, as they present a health risk to the dogs. Please leave those at home. CAMP AVNM will administer oral medications, but injections and topical medications are \$2.00 per administration. Guests requiring specialized care are handled on a case-by-case basis; additional fees may apply. All medications provided by the owner must be clearly labeled, and must include written instructions with the pet's name, type of medication, dosage and schedule. It is standard for each pet guest to be taken outside a minimum of three per day. CAMP AVNM does not charge for additional potty breaks, as needed.

BELONGINGS: We provide comfortable bedding, toys and blankets for our guest. However, owners are welcome to provide a few, small, "security" items such as toys that may comfort their pet during their stay with us. All such items must be clean. LABEL EVERYTHING you bring for your pet with his/her name on it. We are not responsible for any items lost or destroyed. Please don't bring towel or dinner bowls.

GENERAL: CAMP AVNM reserves the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated contagious conditions, demonstrates aggressive behavior, or who does not meet our standard health and temperament policies. Our prices, policies, services and hours are not negotiable, and are subject to availability and change without notice. Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.

All fees support the rescues and care for former death-row pets, all fully vaccinated, spayed or neutered and microchipped.

Thank you for supporting Animal Village NM!

